

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description
“In House Job Opportunity”

JOB TITLE: Employee Relations Trainer

POSITION NUMBER: TGO-002-06

NOTE: **ONLY REGULAR CURRENT EMPLOYEES AND ENROLLED MEMBERS OF TULALIP TRIBES WILL BE CONSIDERED FOR THIS IN-HOUSE POSITON.** Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent required. (Document must be submitted with application)
- ☐ Associates Degree preferred.

SKILLS:

- ☐ Ability to create a training syllabus, outline and presentation. (Test required)
- ☐ Ability to learn new software applications and hardware fairly readily from a user standpoint.
- ☐ Strong organizational skills and methodical in conducting work, i.e., prioritizing, multitasking, planning and coordinating.
- ☐ Strong writing and communication skills with emphasis on accuracy and clarity of message. (Test required)
- ☐ Solid interpersonal, networking and public relations skills with emphasis on verbal communication and interfacing with a diverse array of people, i.e., personnel, customers, vendors, management and executives, using poise, tact and diplomacy.
- ☐ Strong math and analytical skills with emphasis on researching, interpreting and translating a variety of data.
- ☐ Demonstrated decision-making and problem solving skills with emphasis on the agility to evaluate and assess complex situations using independent and sound judgement.
- ☐ Must Demonstrate Professionalism in all situations.
- ☐ Ability to maintain composure, think clearly and perform well under pressure in a fast-paced environment.
- ☐ Demonstrated training and development skills with the ability to teach and guide people in a variety of setting.

EXPERIENCE:

- ☐ Minimum of two (2) years working experience utilizing MS Office: Word, Excel and PowerPoint.
- ☐ Minimum of four (4) years customer service experience.
- ☐ Minimum of two (2) years working experience in a gaming operation.
- ☐ Minimum of two (2) years public speaking and training experience.

OTHER REQUIREMENTS:

- ☐ Must be able to work independently.
- ☐ Must have familiarity with Tribes and Native American communities.
- ☐ Must have exemplary attendance record.
- ☐ Must have above average performance evaluation.
- ☐ Must attend training and/or travel as job functions and duties require.
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work both Casino sites, the "New" Tulalip Casino and the Quil Ceda Creek Casino.
- ☐ Must be available to work as job functions and duties require, including but not limited to, evenings, weekends, and/or holidays.
- ☐ Must be able to obtain a Class II certification, and be licensed, with the Tulalip Tribal Gaming Agency.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Tolerance to work in a smoke filled environment.
- ☐ Manual and finger dexterity to operate a personal computer and to perform routine handwriting.
- ☐ Tolerance and ability to cope with stress and fast paced environment.
- ☐ Ability to stand for extended length of time up to 8 hours.
- ☐ Stamina to sit for prolonged periods of time up to 8 hours.
- ☐ Mobility and stamina to climb stairs on a regular basis.
- ☐ Strength and endurance to lift and carry short distances up to 25 lbs. on an occasional basis.
- ☐ Flexibility to bend and/or stoop on an occasional basis .

Tribal Department: Human Resources

Employee Classification: Non-Exempt

Job Summary: Creates, plans, implements, and/or instructs appropriate training for TGO as assigned. Creates ,develops and generates the monthly employee newsletters. Plans, coordinates, and implements employee special events. TGO photography for specific assigned projects and the newsletter.

Employee Reports To: Employee Relations Manager or designee

Extent of Job Authority: Responsible for all aspects of the Employee Newsletter, TGO organizational charts, and in-house training.

Specific Duties Performed:

1. Performs photography tasks as assigned for the TGO and the Employee Newsletter.
2. Develops and produces monthly issues of the TGO Employee Newsletter.
3. Conducts and designs in-house training as assigned.
4. Plans, coordinates, and implements employee special events.
5. Generates and sends out employee birthday and anniversary cards.
6. Maintains, produces, and communicates monthly training calendars, coordinating with the Tulalip Tribes.
7. Plans and creates years of service recognition for all TGO employees.
8. Maintains and tracks attendance for in-house training.
9. Identifies and coordinates outside training as requested.
10. Maintains inventory of all training material and equipment.
11. Creates out going correspondence as assigned.
12. Create organizational charts on Visio to update TGO department wide charts as requested.
13. Performs other assigned job related duties as deemed necessary.

Terms of Employment: This position is a Regular Full-time position, requiring 40 hours per week or 2080 hours per year

Pay Range: \$20.70 per hour

Opening Date: January 9, 2006

Closing Date: January 17, 2006, at 4:00 pm.

Please return your completed application, to the 1st floor casino receptionist, by the closing date and time, to the Tulalip Casino at 10200 Quil Ceda Blvd. Tulalip, WA 98271.

The 1st floor casino receptionist is available 8:00 a.m.- 6:00 p.m., Monday- Friday.